

FIG. 1

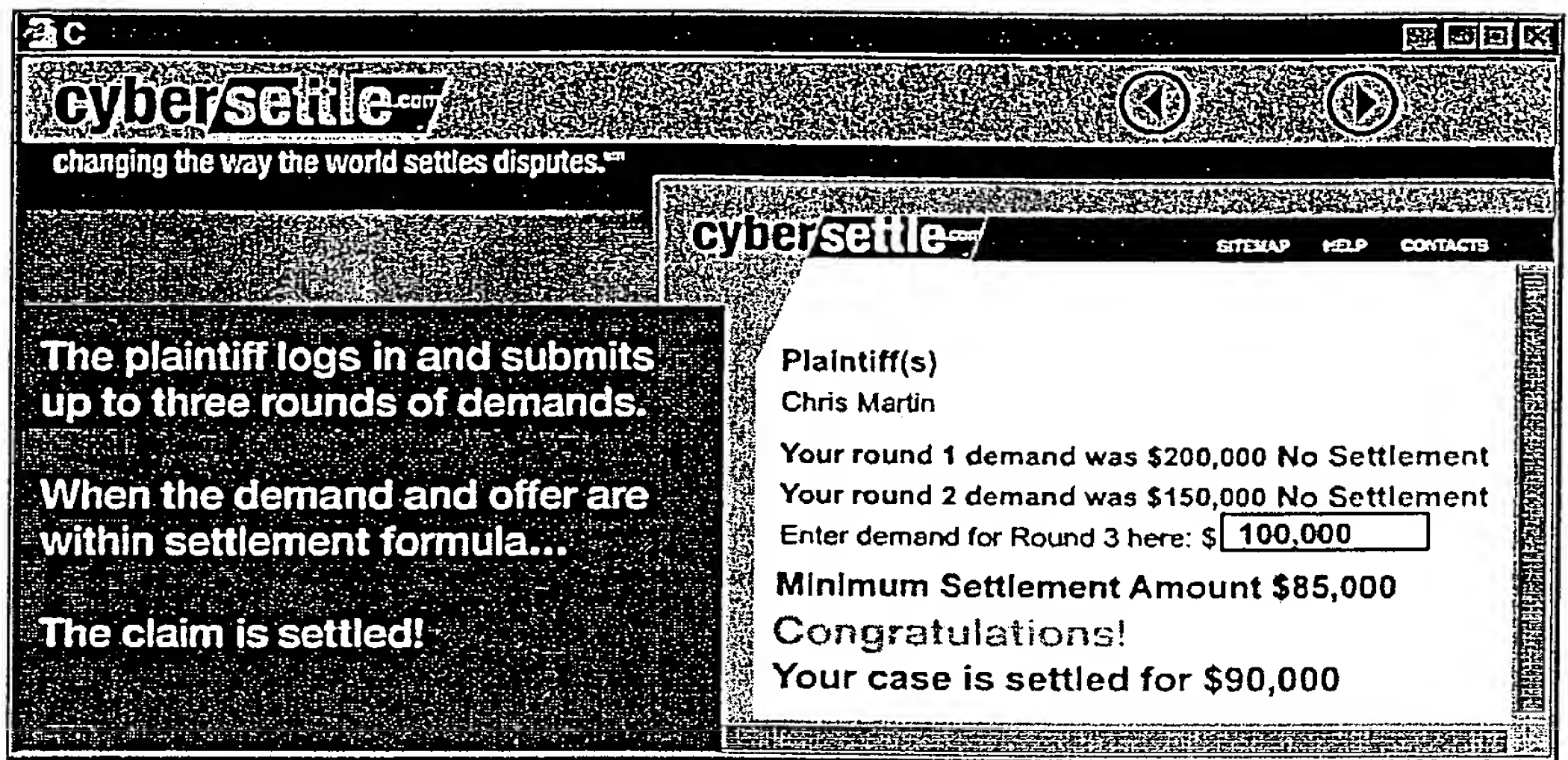


FIG. 2

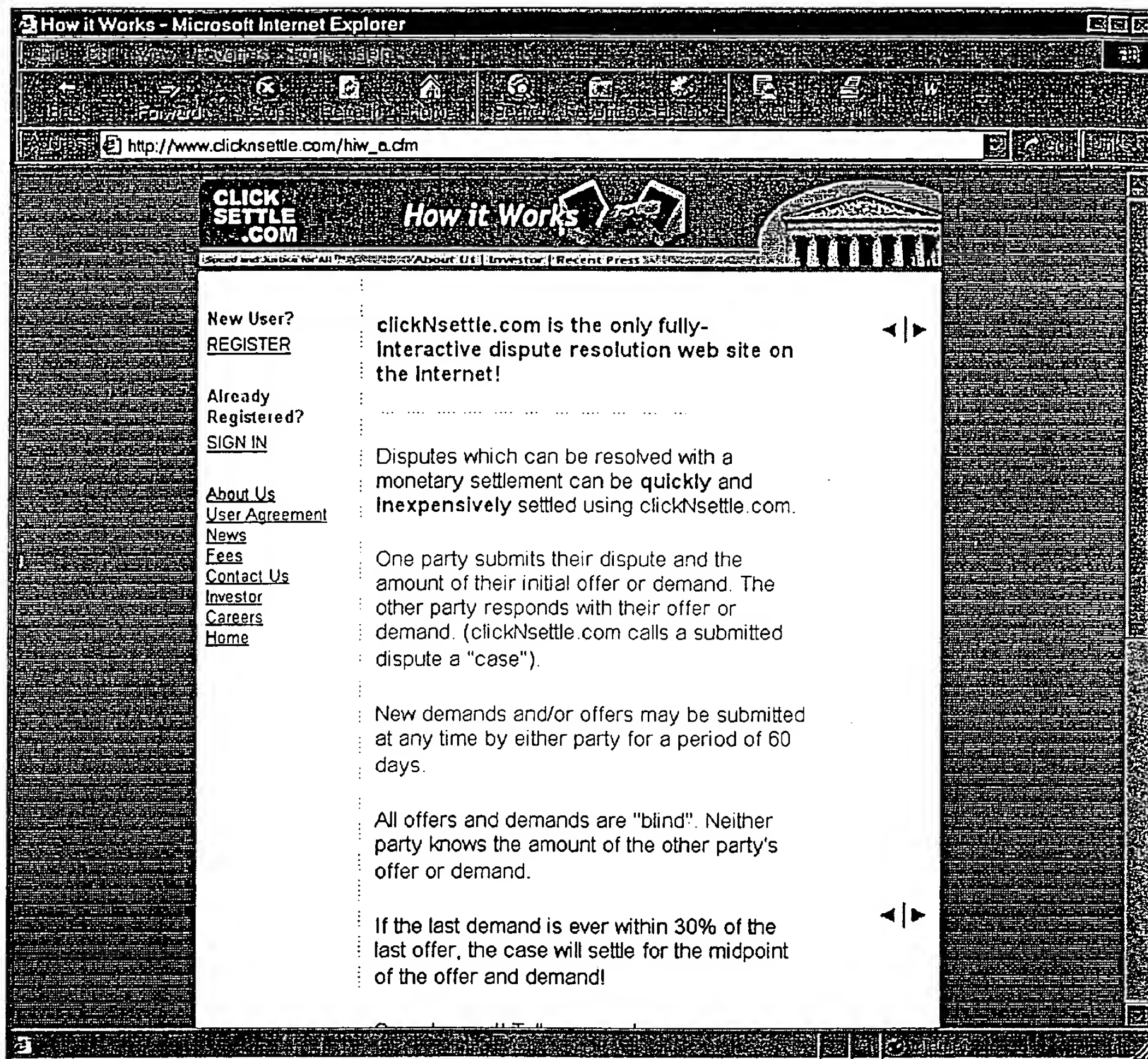


FIG. 3

FIG. 3

FIG. 4

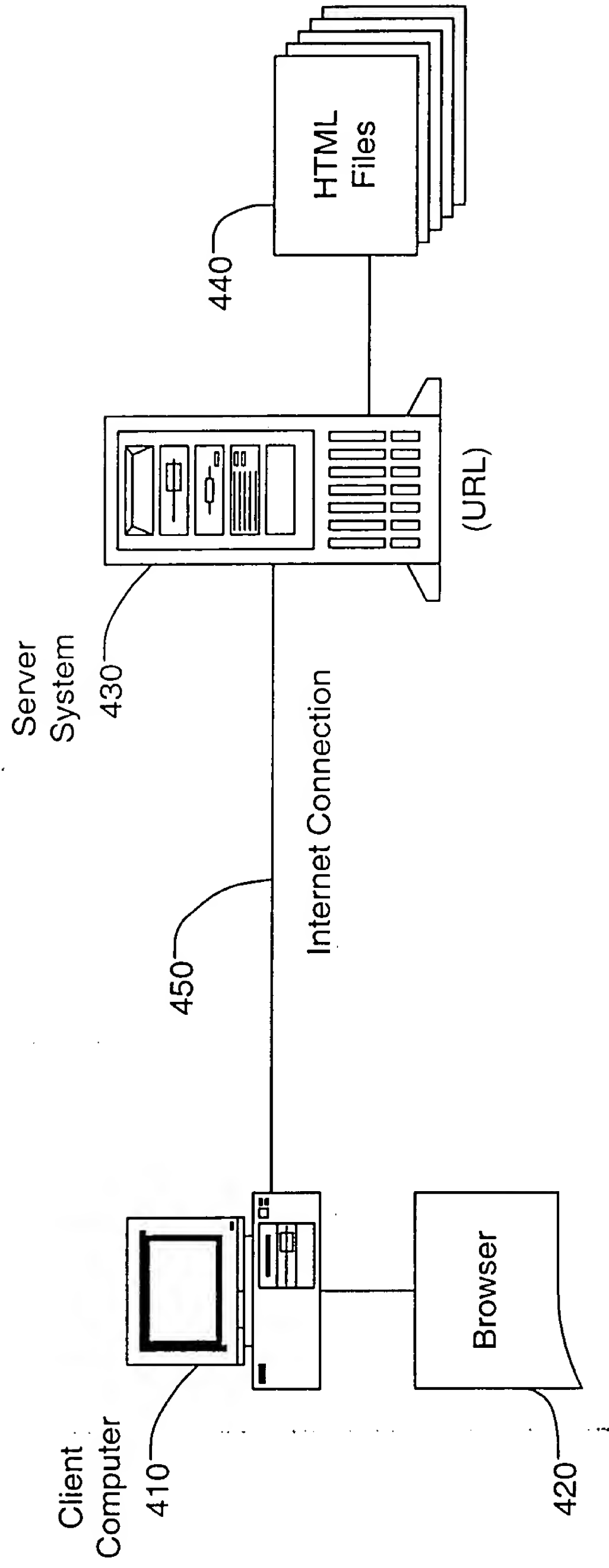


FIG. 4

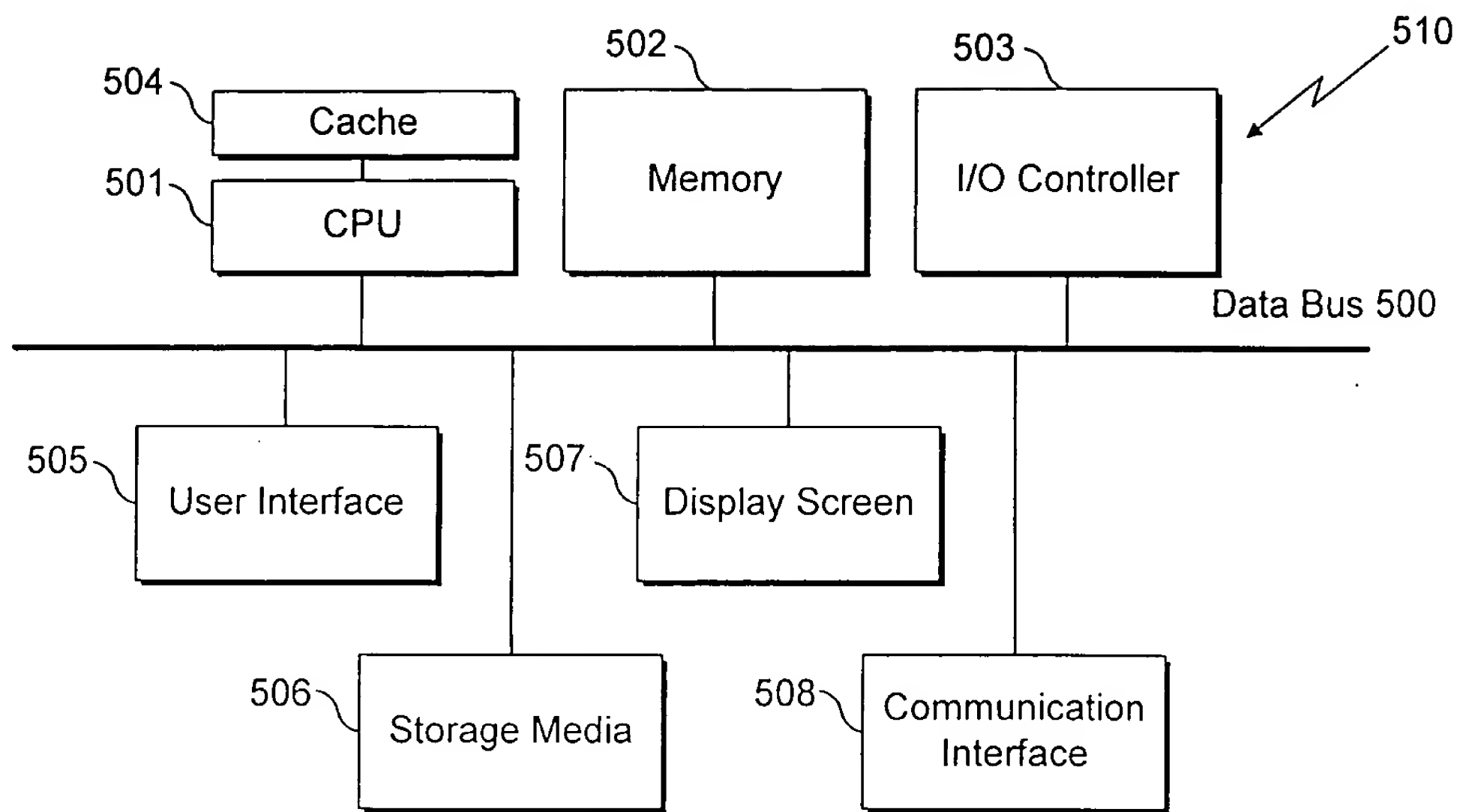


FIG. 5A

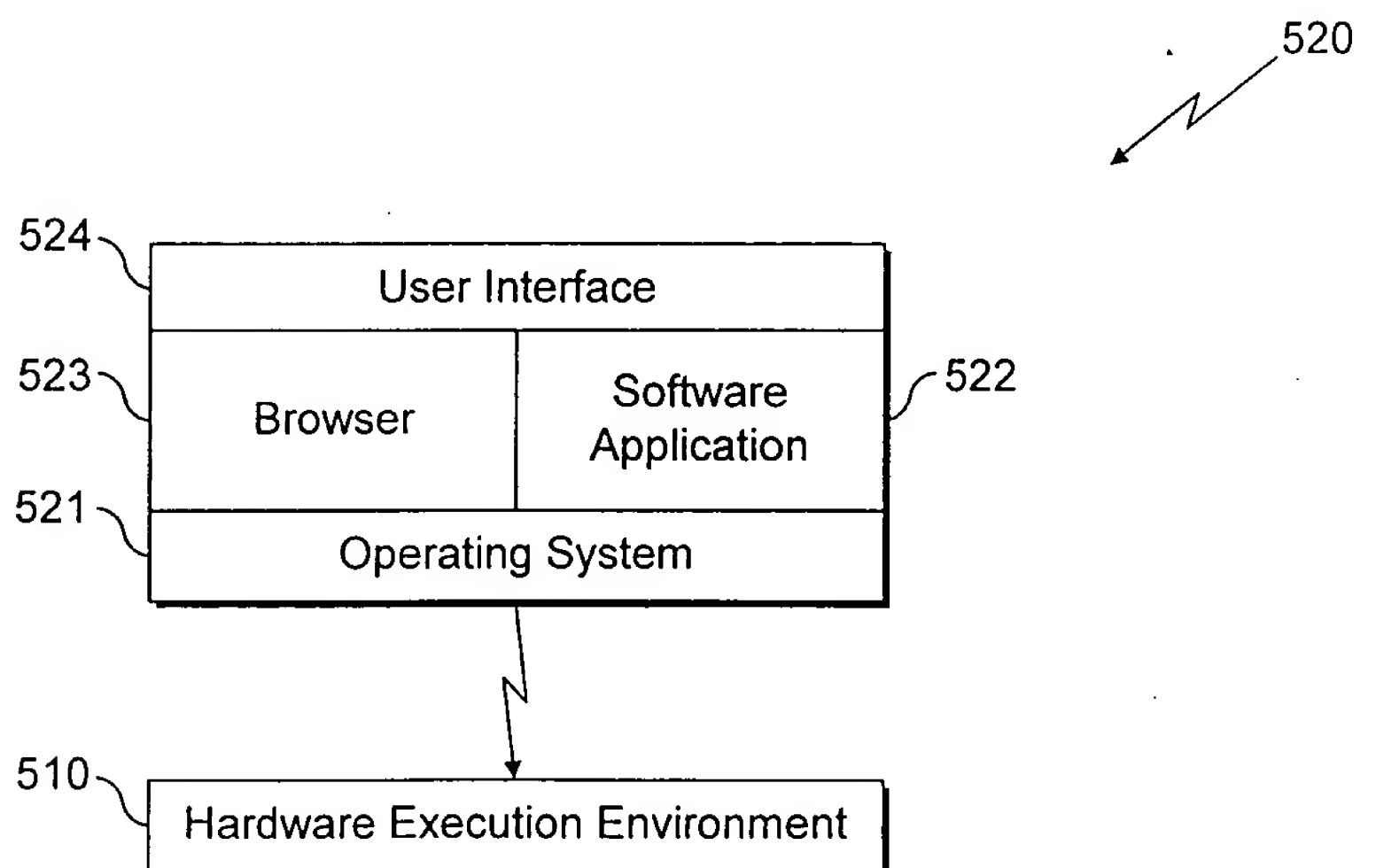


FIG. 5B

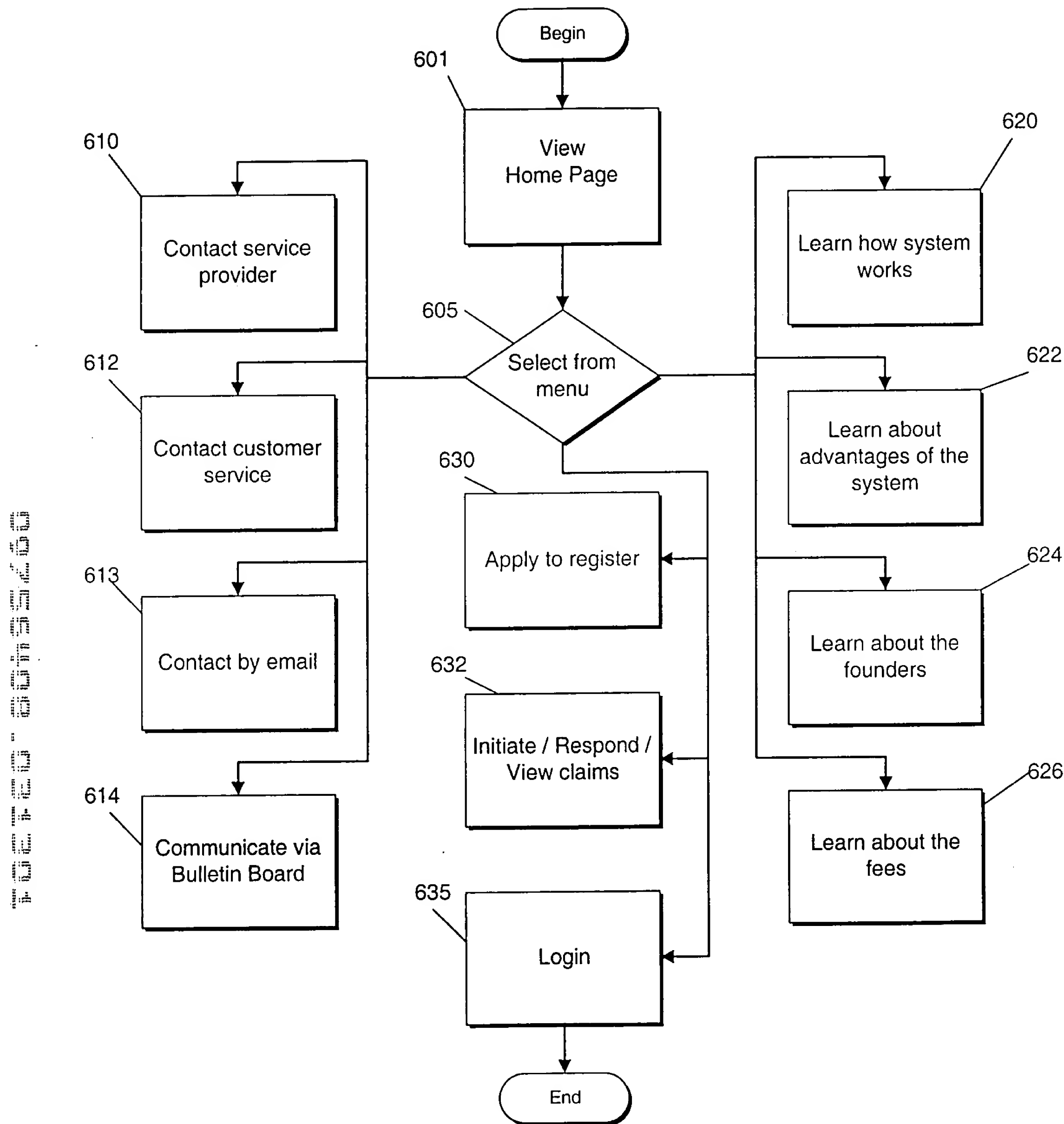


FIG. 6

FIG. 7

FIG. 7

Home Page

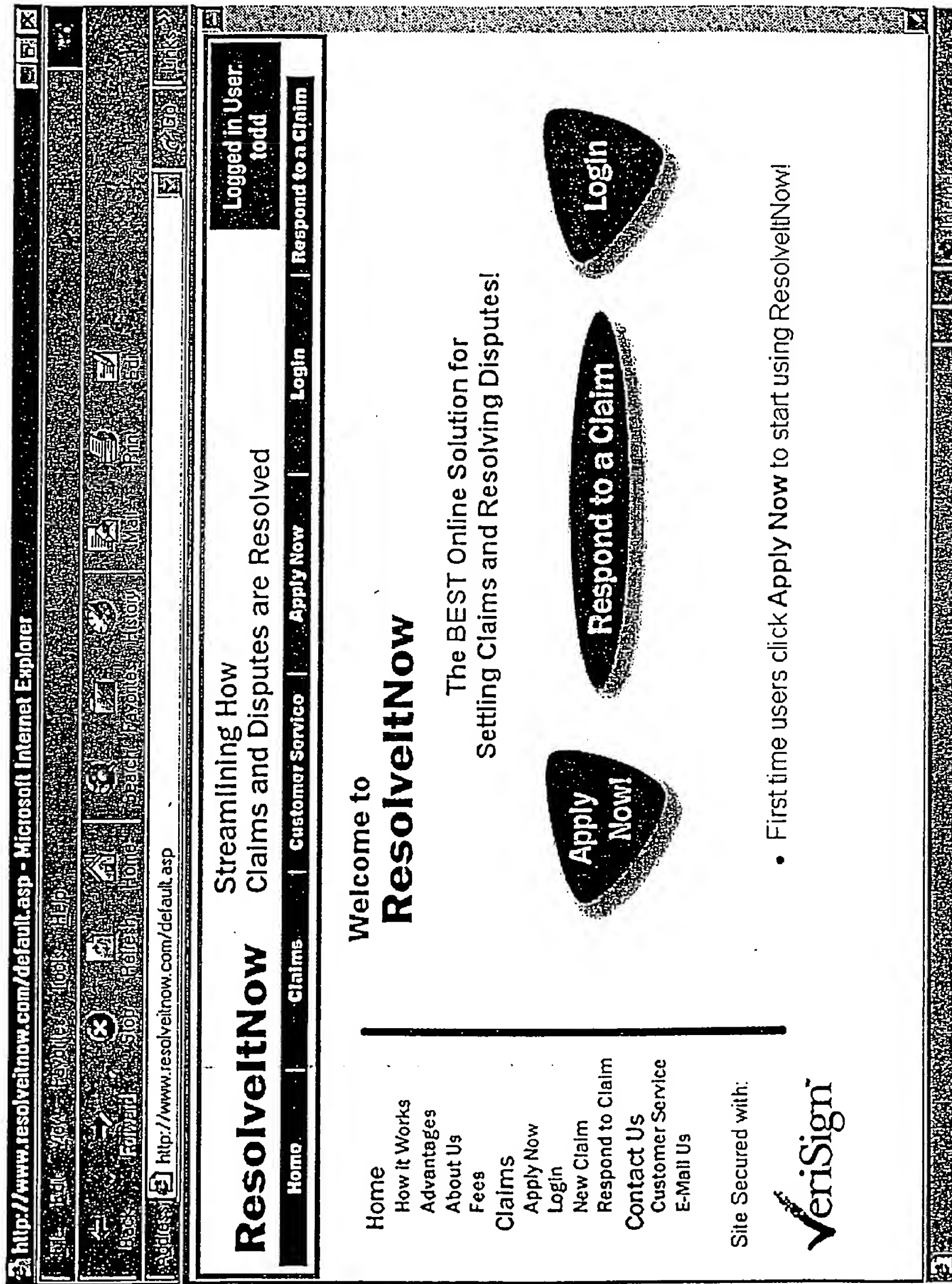


FIG. 8

FIG. 8

How It Works

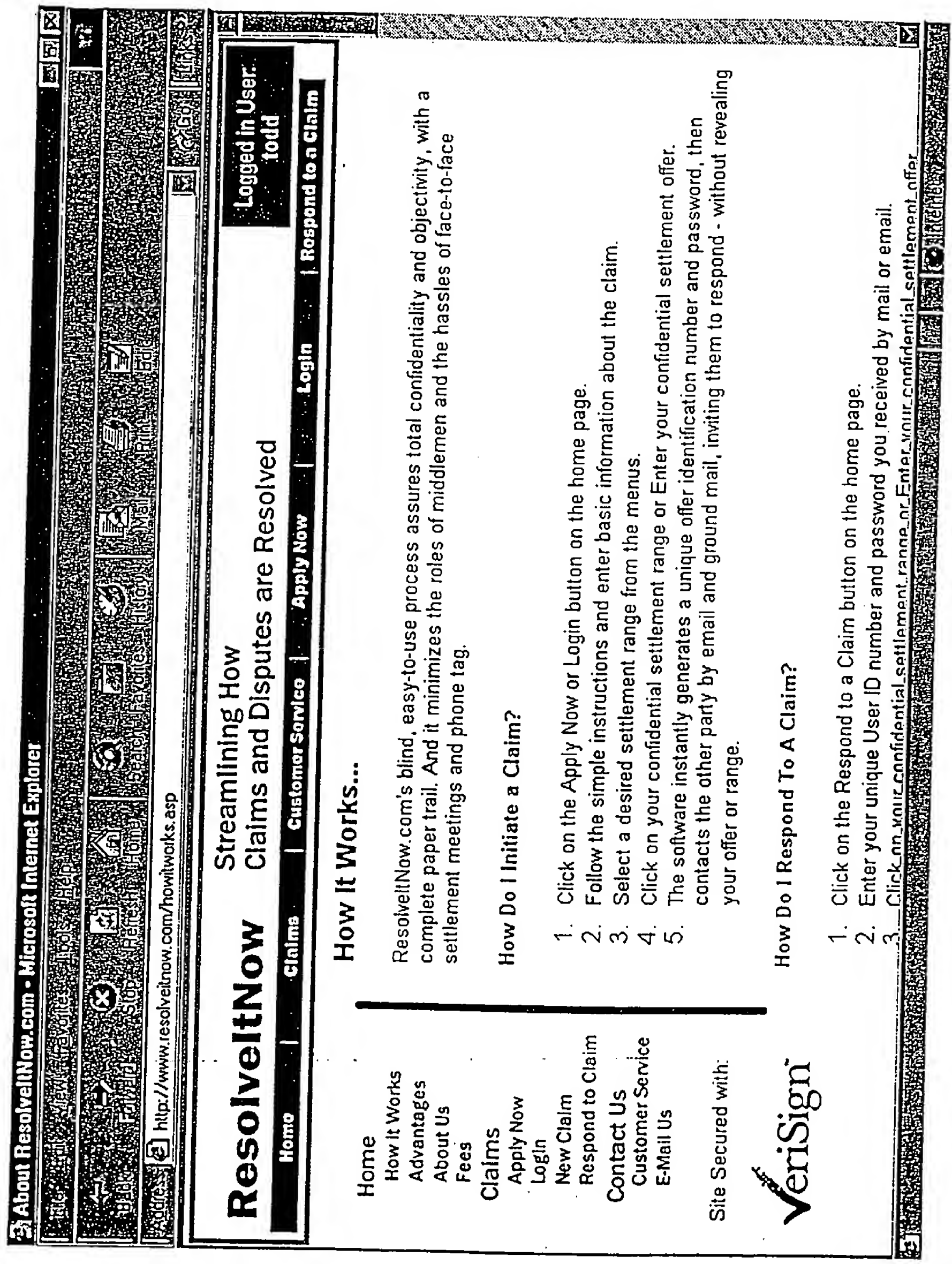


FIG. 9

How it Works (cont.)

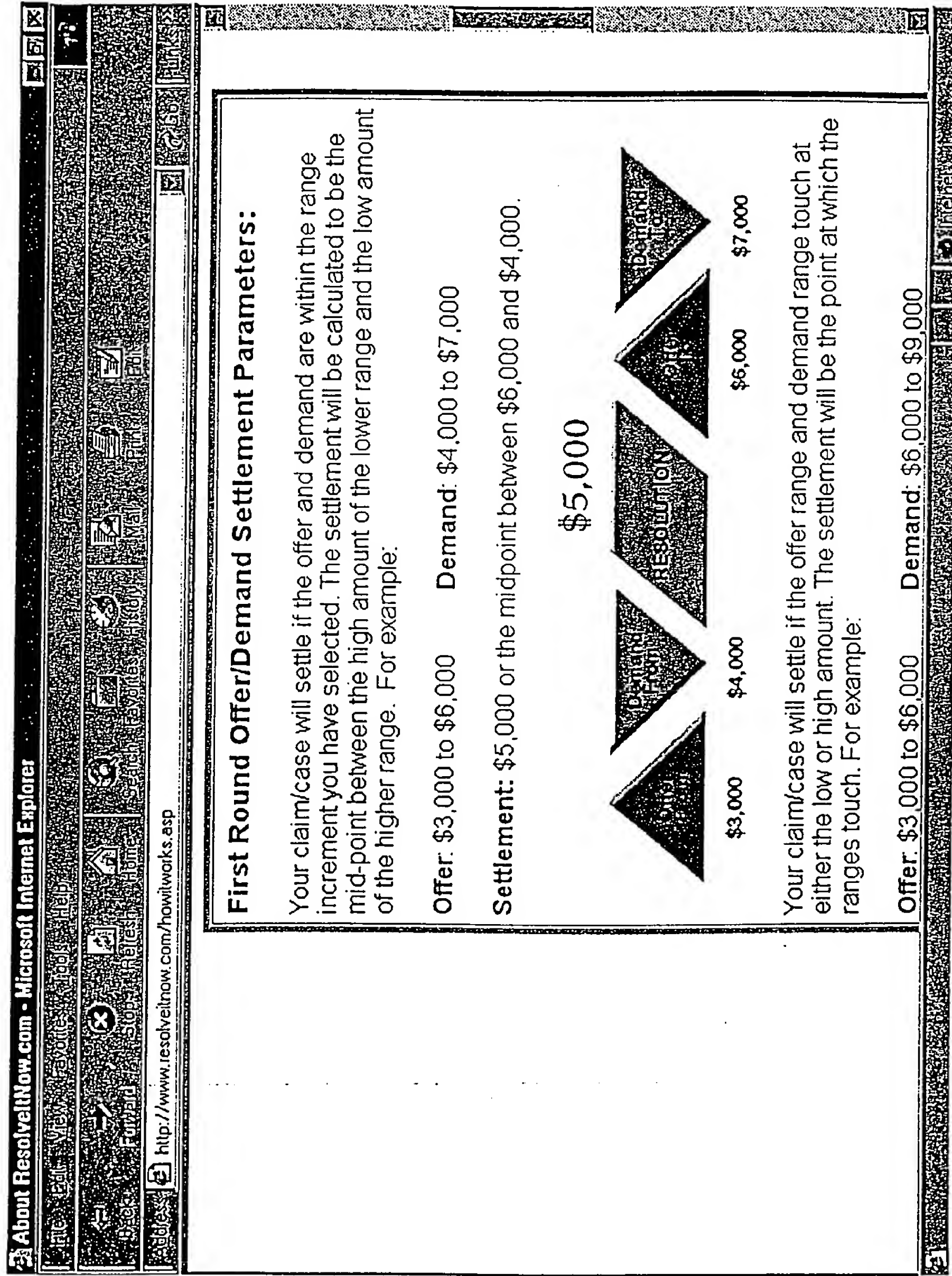


FIG. 10

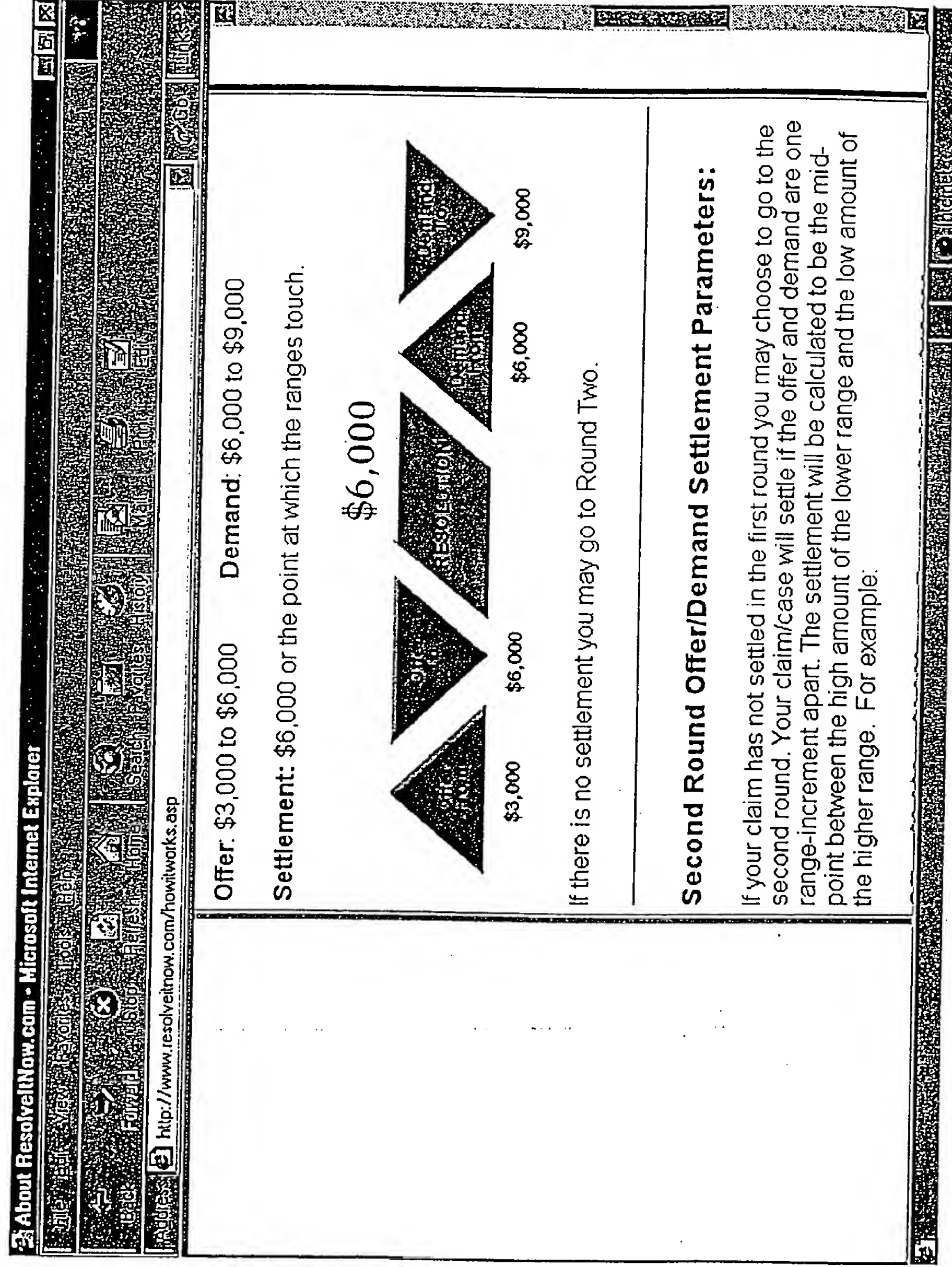


FIG.11

How it Works (cont.)

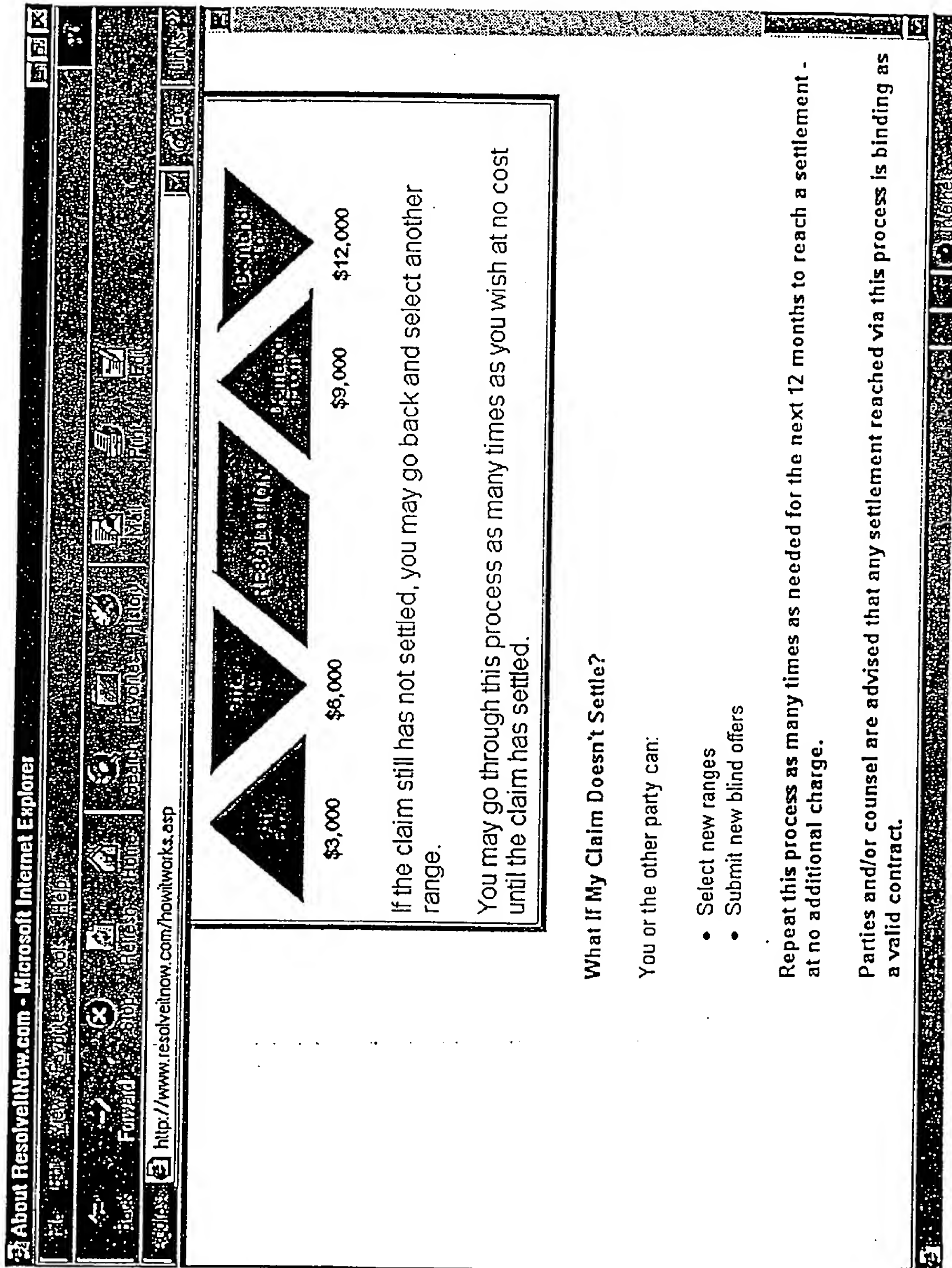


FIG. 12

How It Works (cont.)

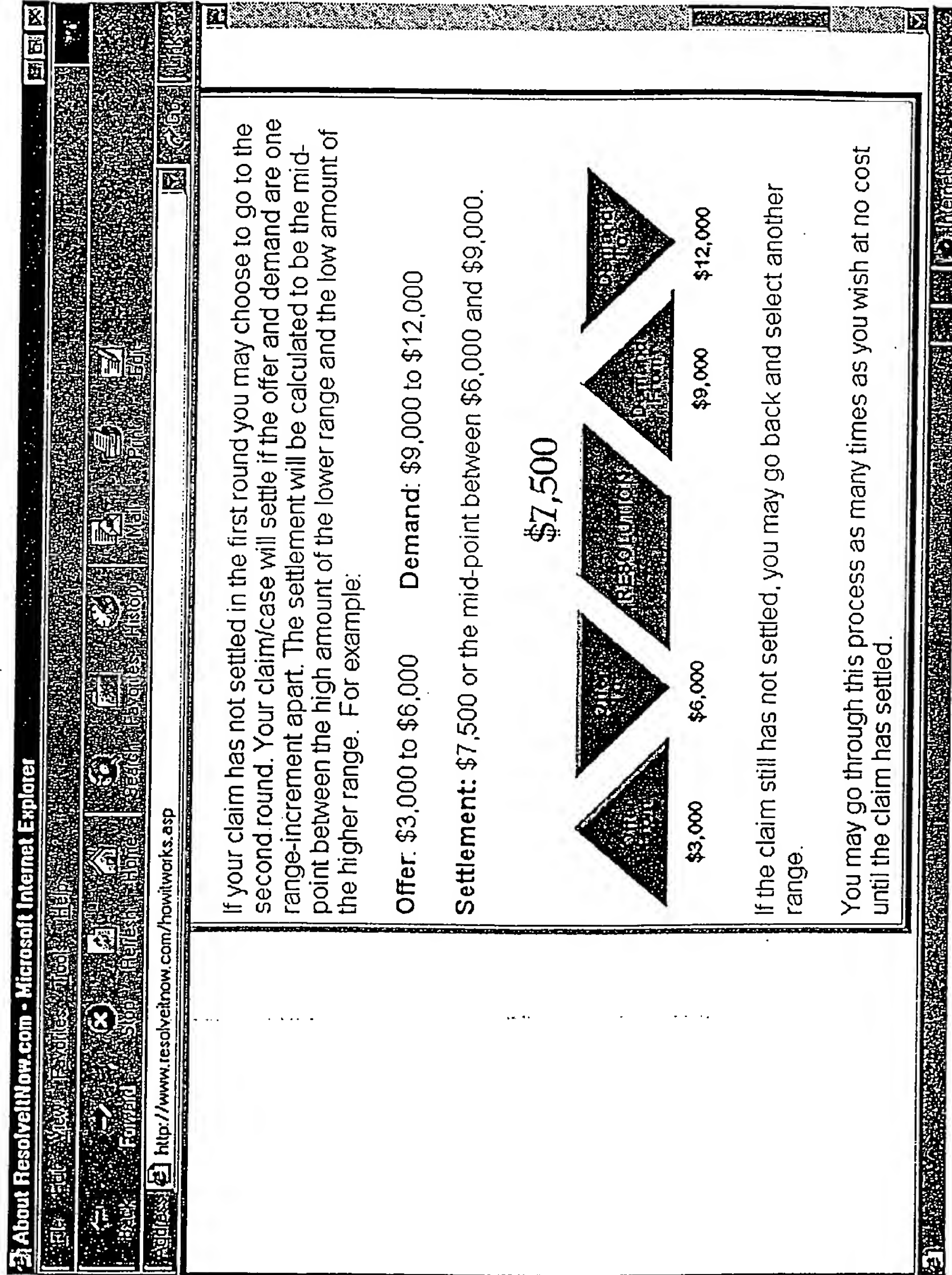


FIG. 13

Advantages

Advantages - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Print View Source

Address http://www.resolveitnow.com/Advantages.asp

ResolveItNow

Streamlining How Claims and Disputes are Resolved

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

Home

How It Works

Advantages

About Us

Fees

Claims

Apply Now

Login

New Claim

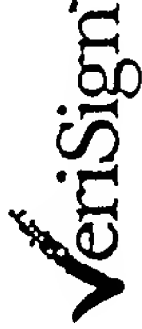
Respond to Claim

Contact Us

Customer Service

E-Mail Us

Site Secured with:



ResolveItNow Advantages

Created by Dispute Resolution Experts

Our proprietary online negotiation method was created by a California Superior Court Settlement Judge and a leading ADR lawyer, expert and consultant. They've resolved tens of thousands of claims. You get the full benefit of more than 60 years of combined dispute resolution experience.

Complete Confidentiality

Our blind process is completely automated to enable both parties to present offers without revealing their individual positions or evaluations of the claim. Your offers, strategies and work product will NEVER be revealed to the other side, or to anyone else. And each claim has its own unique ID and password to prevent unauthorized access.

True Objectivity Without Conflicts

Our process only considers two factors - the acceptable settlement range you select, and the specific offers from each party. ResolveItNow's process never dissolves into emotional battles, posturing or personality conflicts, like face-to-face or telephone negotiations sometimes do. You can focus on getting the settlement you want. And it works whether or not each party is represented by counsel.

FIG. 14

Advantages (cont.)

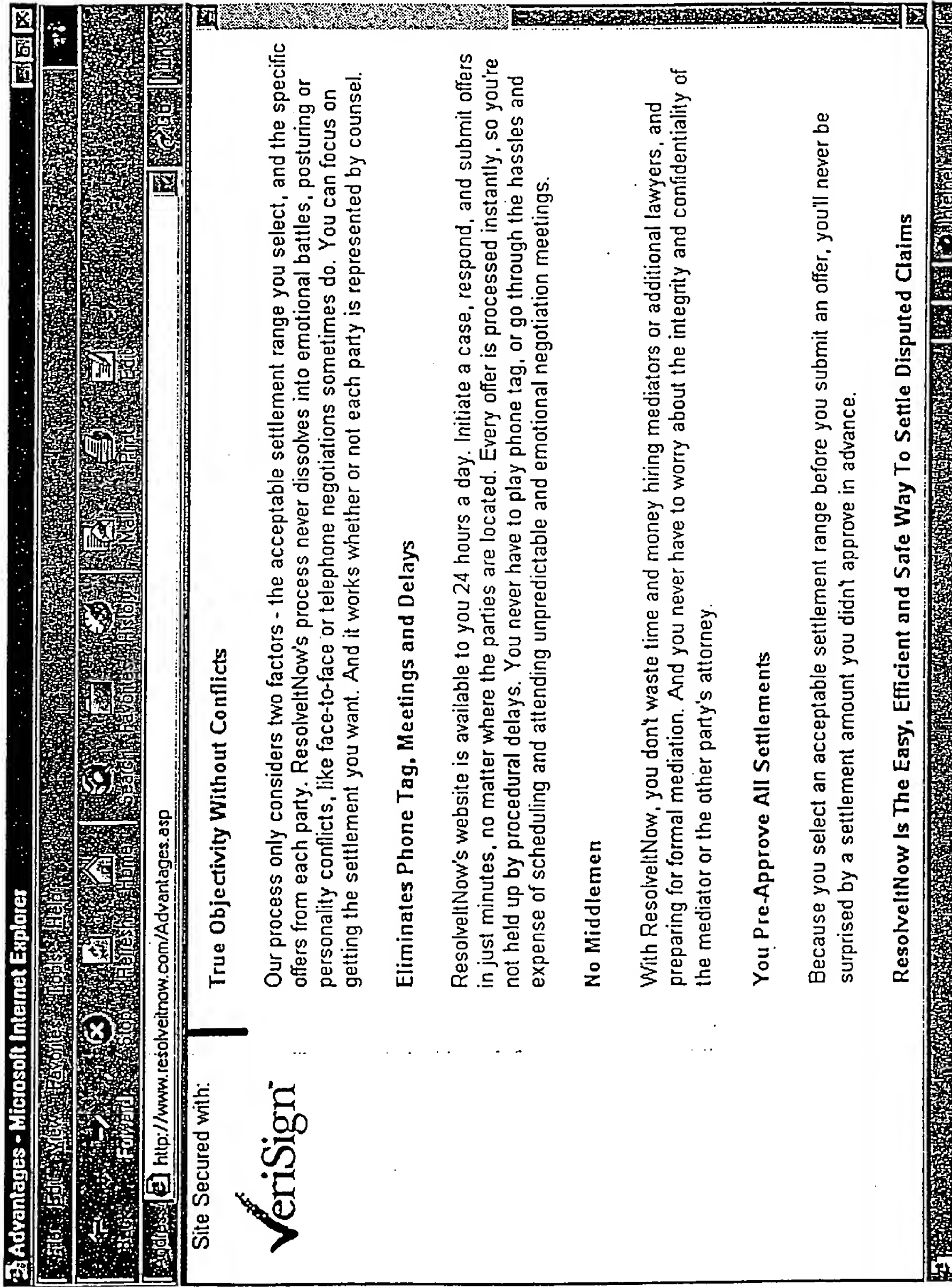


FIG. 15

About Us

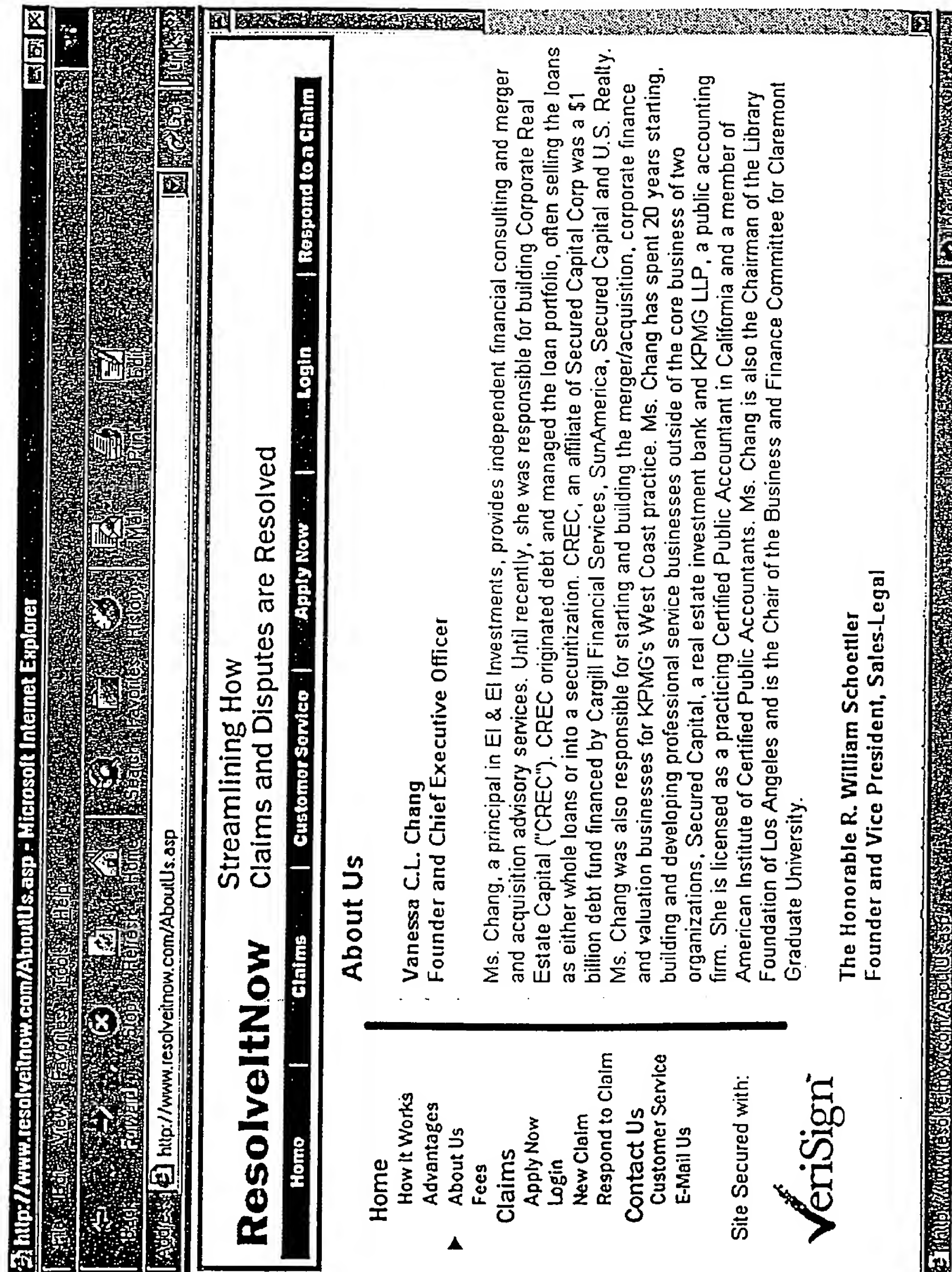


FIG. 16

About Us (cont.)

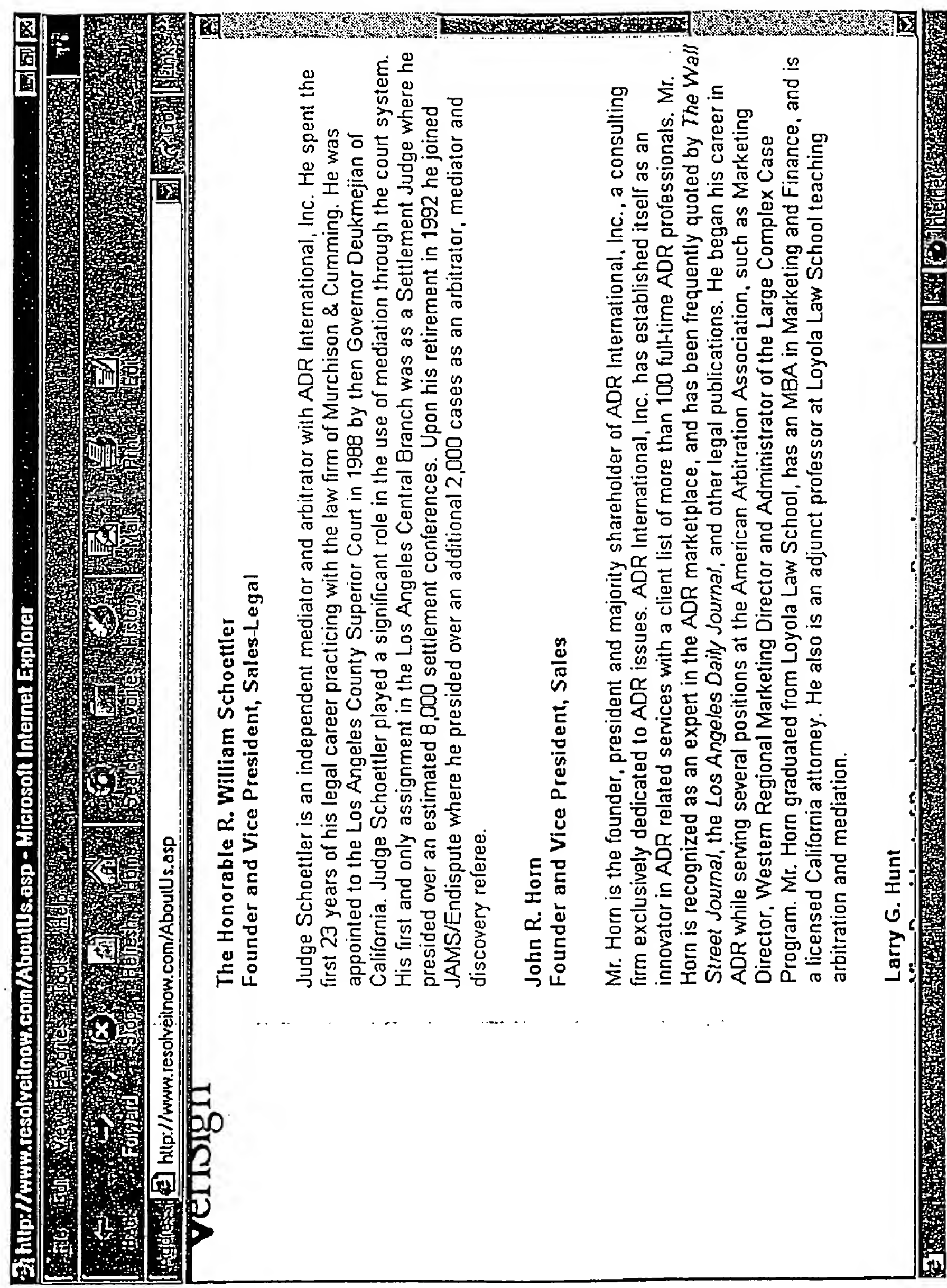


FIG. 17

About Us (cont.)

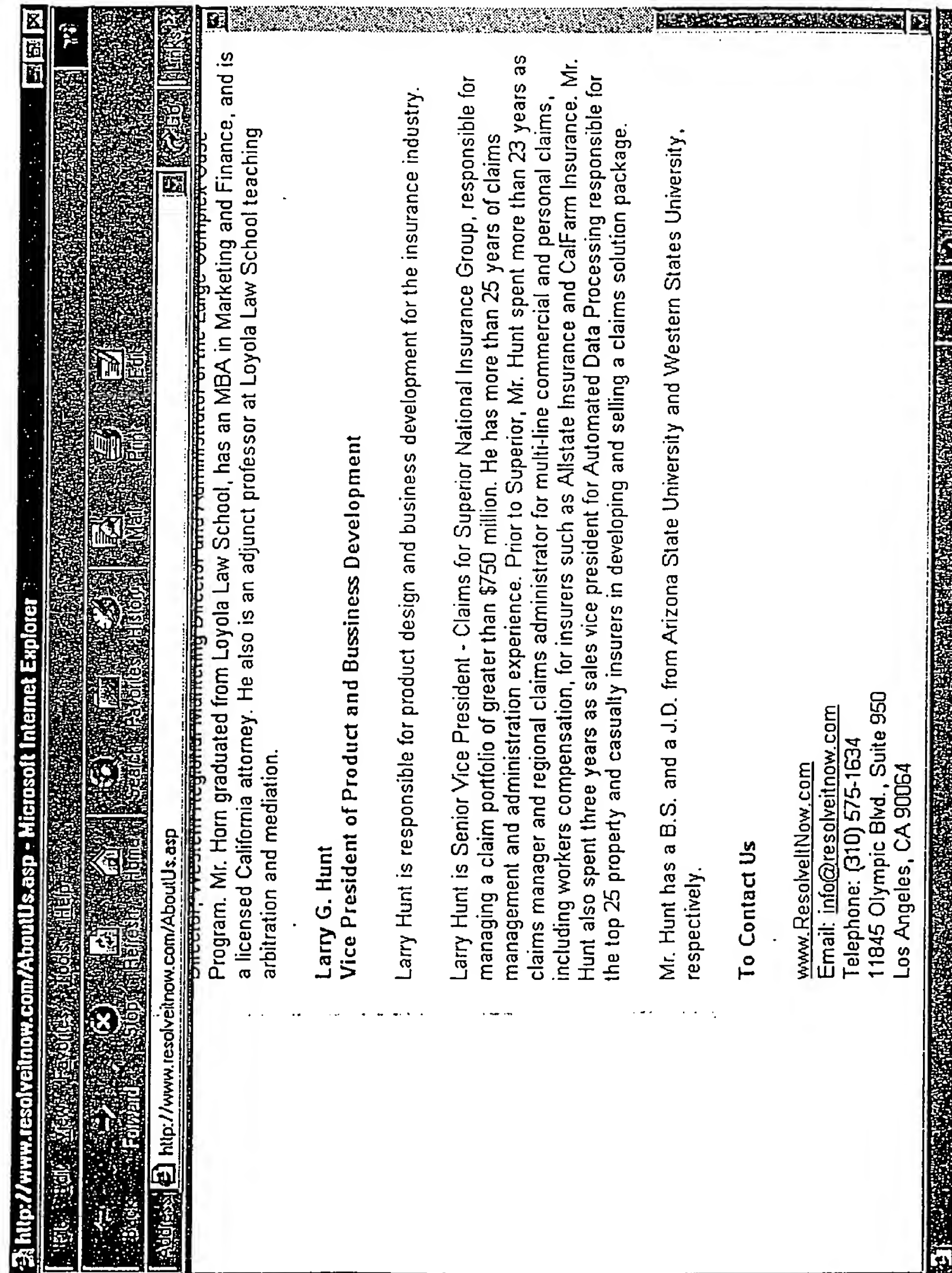


FIG. 18

Fees

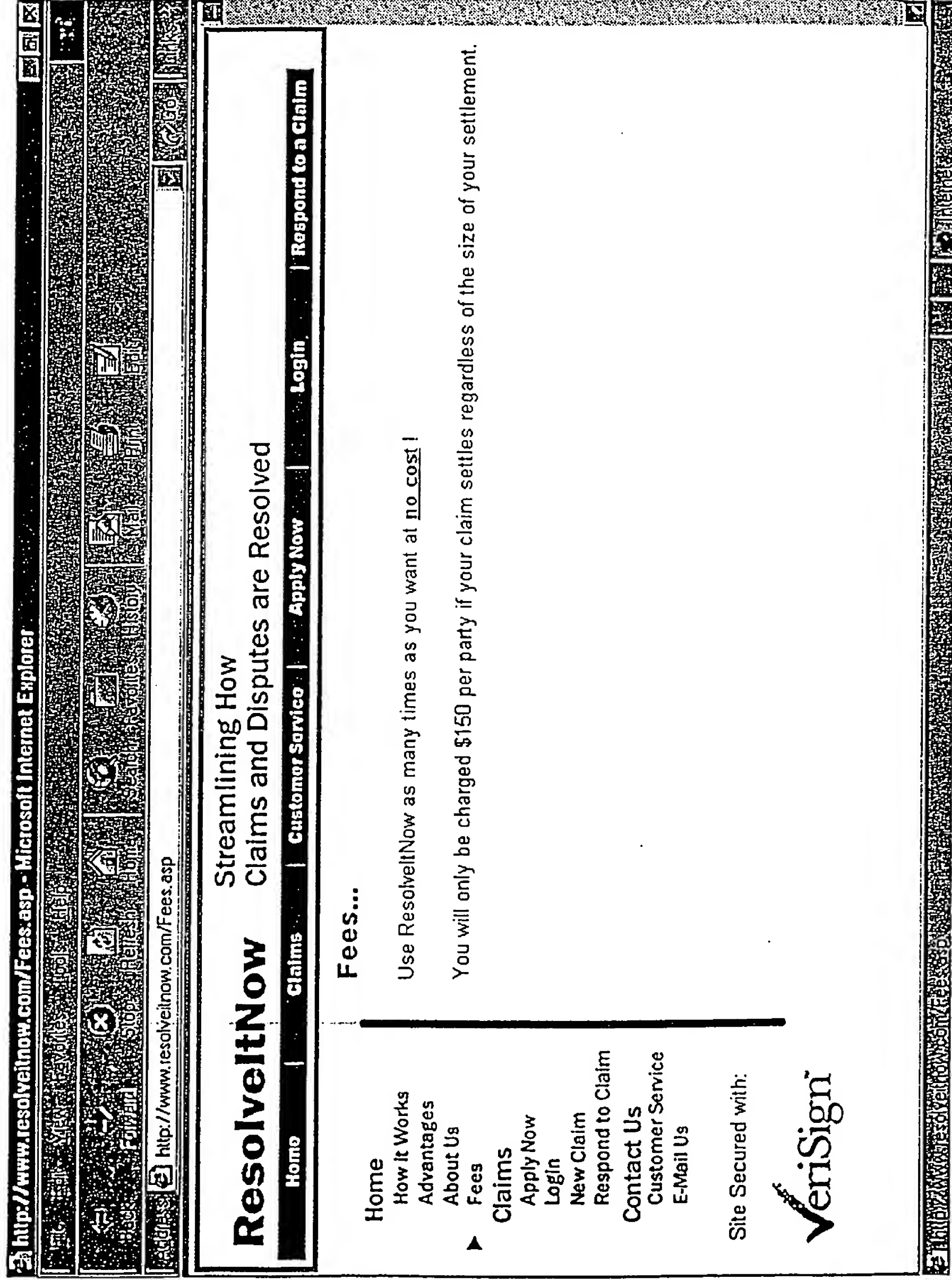


FIG. 19

Customer Service

Home

How it Works

Advantages

About Us

Fees

Claims

Apply Now

Login

New Claim

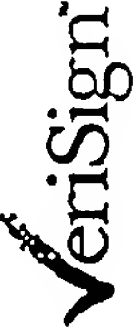
Respond to Claim

Contact Us

Customer Service

E-Mail Us

Site Secured with:



ResolveItNow

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Customer Service

If you have any questions, you may:

- Email us at info@resolveitnow.com and we will reply within 24 hours.
- Call us at 1(888)900-6000 between the hours of 8.30 a.m. and 5.30 p.m. Pacific Time, Monday to Friday.
- Page us at 1(888)900-6000 for EMERGENCY URGENT matters only and we will respond within 8 hours.


RESOLVEITNOW.COM

FIG. 20

VeriSign

VeriSign Secure Site - Microsoft Internet Explorer

File Edit View Favorites Tools Help



The Sign of Trust on the Net

WWW.RESOLVEITNOW.COM is a VeriSign Secure Site

Security remains the primary concern of on-line consumers. The VeriSign Secure Site Program allows you to learn more about web sites you visit before you submit any confidential information. Please verify that the information below is consistent with the site you are visiting.

Name	WWW.RESOLVEITNOW.COM
Status	Valid
Validity Period	11-Apr-2000 - 11-Apr-2001
Server ID Information	Country = US State = California Locality = Sherman Oaks Organization = ResolveItNow Organizational Unit = ResolveItNow Organizational Unit = Terms of use at www.verisign.com/RPA (c)99 Common Name = www.resolveitnow.com

If the information is correct, you may submit sensitive data (e.g., credit card numbers) to this site with the assurance that:

FIG. 21

VeriSign (cont.)

VeriSign Secure Site - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Server ID Information

State = California
Locality = Sherman Oaks
Organization = ResolveItNow
Organizational Unit = ResolveItNow
Organizational Unit = Terms of use at www.verisign.com/RPA (c)99
Common Name = www.resolveitnow.com

If the information is correct, you may submit sensitive data (e.g., credit card numbers) to this site with the assurance that:

- This site has a VeriSign Secure Server ID.
- VeriSign has verified the organizational name and that RESOLVEITNOW has the proof of right to use it.
- This site legitimately runs under the auspices of RESOLVEITNOW.
- All information sent to this site, if in an SSL session, is encrypted, protecting against disclosure to third parties.

To ensure that this is a legitimate VeriSign Secure Site, make sure that:

1. The original URL of the site you are visiting comes from WWW.RESOLVEITNOW.COM.
2. The URL of this page is <https://digitalid.verisign.com>.
3. The status of the Server ID is Valid.

For questions or comment email secure-site@verisign.com.

Internet

FILE EDIT GO TO HISTORY

FIG. 22

Initiating Party Contact Information

[Home](#) | [Claims](#) | [Customer Service](#) | [Apply Now](#) | [Login](#) | [Respond to a Claim](#)

ResolveItNow

Streamlining How Claims and Disputes are Resolved

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Fees

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Login
New Claim
Respond to Claim

[Contact Us](#)
Customer Service
E-Mail Us

Initiating Party Contact Information

Name:

E-Mail:

Company (optional):

Address:

City, State Zip:

Telephone:

Fax:

Please Select Billing Method

☐ Charge my credit card

☐ Use company account number

Submit

Reset

Site Secured with:

FIG. 23

Credit Card Information

<https://www.resolveitnow.com/secure/CaseLoadOwnerContactEntryCCandInsNo.asp> - Microsoft Internet Explorer

[Back](#)
[Forward](#)
[Stop](#)
[Reload](#)
[Home](#)
[Search](#)
[Favorites](#)
[History](#)
[Mail](#)
[Print](#)
[Edit](#)

[https://www.resolveitnow.com/secure/CaseLoadOwnerContactEntryCCandInsNo.asp](#)

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Credit Card Information ...

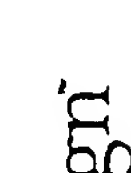
Credit Card Type	Visa
Credit Card Number	
Expiration Date Month	01 - January
Expiration Date Year	2000
Name on Card	
Billing Address for Card	
Billing Address (line 2)	
City State Zip	
County	

[Submit](#)
[Reset](#)

[Home](#)
[How It Works](#)
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[About Us](#)
[Fees](#)

[Claims](#)
[Apply Now](#)
[Login](#)
[New Claim](#)
[Respond to Claim](#)

[Contact Us](#)
[Customer Service](#)
[E-Mail Us](#)

Site Secured with:
 

U.S. Patent 6,332,632

FIG. 24

Supply Password

https://www.resolveitnow.com/secure/validateowner.asp?w_BillType=CreditCard - Microsoft Internet Explorer

Back Forward Stop Reload Home Search Favorites History Mail Print Edit

Address: https://www.resolveitnow.com/secure/validateowner.asp?w_BillType=CreditCard

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Home

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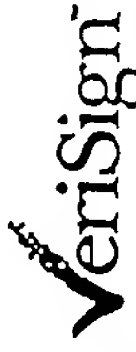
Respond to Claim

Contact Us

Customer Service

E-Mail Us

Site Secured with:



Your personal User ID (UID) number is: 637

You will now need to supply a password to access your cases.
(4 to 8 alpha-numeric characters)

www.ResolveNow.com

FIG. 25

Company Account Information

https://www.resolveitnow.com/secure/CaseLoadOwnerContactEntryCCandInsNo.asp - Microsoft Internet Explorer

ResolveItNow

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Streamlining How
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Company Account Information...

This information is pre-assigned by ResolveItNow.com

Company Account Number: [Text Box]
User Name: [Text Box]
Password: [Text Box]

Submit Reset

Home
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Claims
Apply Now
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New Claim
Respond to Claim
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E-Mail Us

Site Secured with:

VeriSign

FIG. 26

Newly Registered User

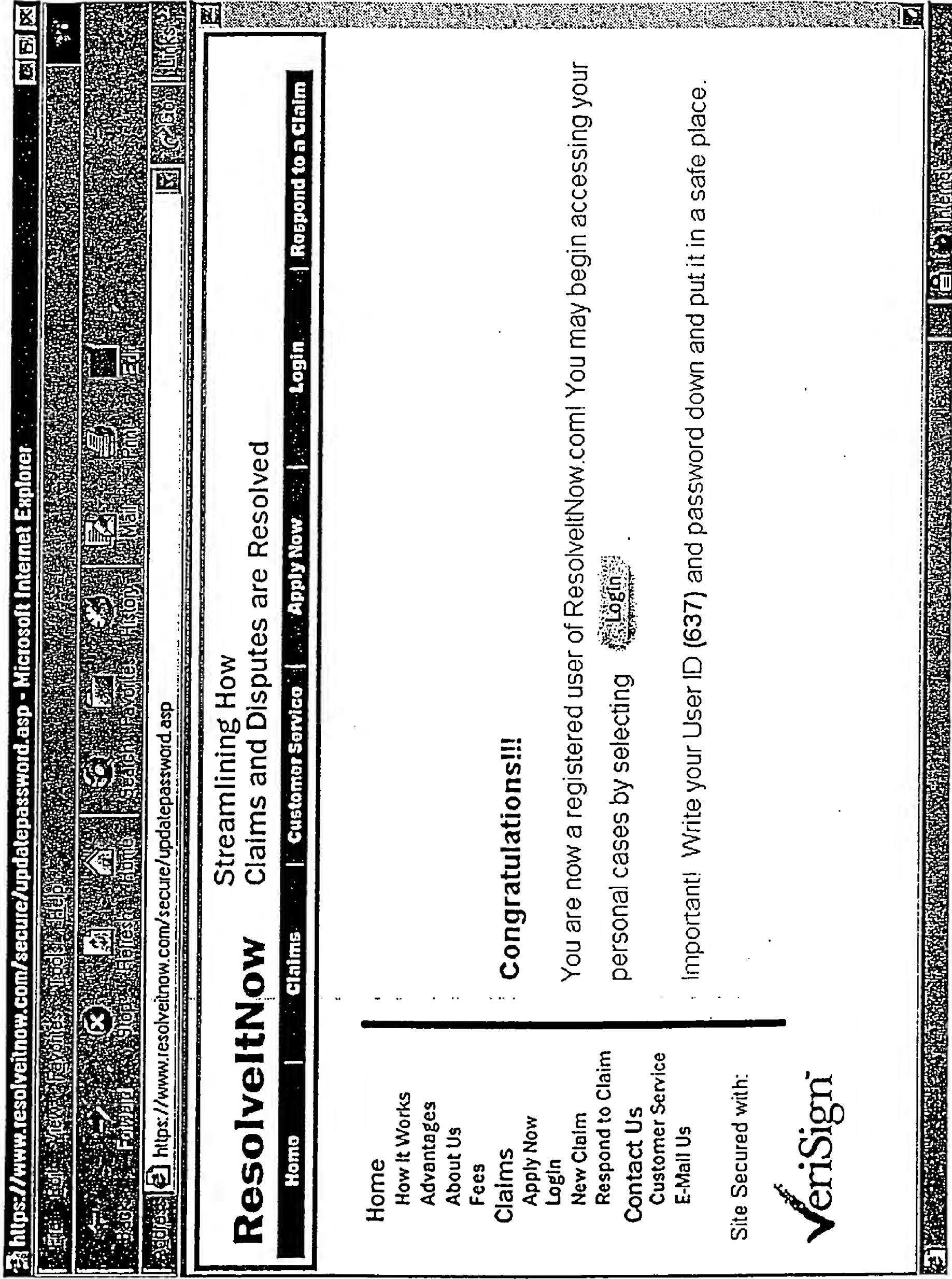


FIG. 27

FIG. 27

Login

https://www.resolveitnow.com/secure/Login.asp?ContactType=Owner - Microsoft Internet Explorer

Back Forward Stop Refresh Home Search ResolveItNow Mail Print Exit

Address: https://www.resolveitnow.com/secure/Login.asp?ContactType=Owner

ResolveItNow

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Registered Initiating-Party Login

Home

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Login

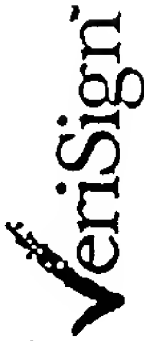
New Claim

Respond to Claim

Contact Us

Customer Service

E-Mail Us

Site Secured with:


Please enter your ResolveItNow.com ID and Password.

ID

Password

Submit

Clear

www.resolveitnow.com

FIG. 28

Click for New Claim

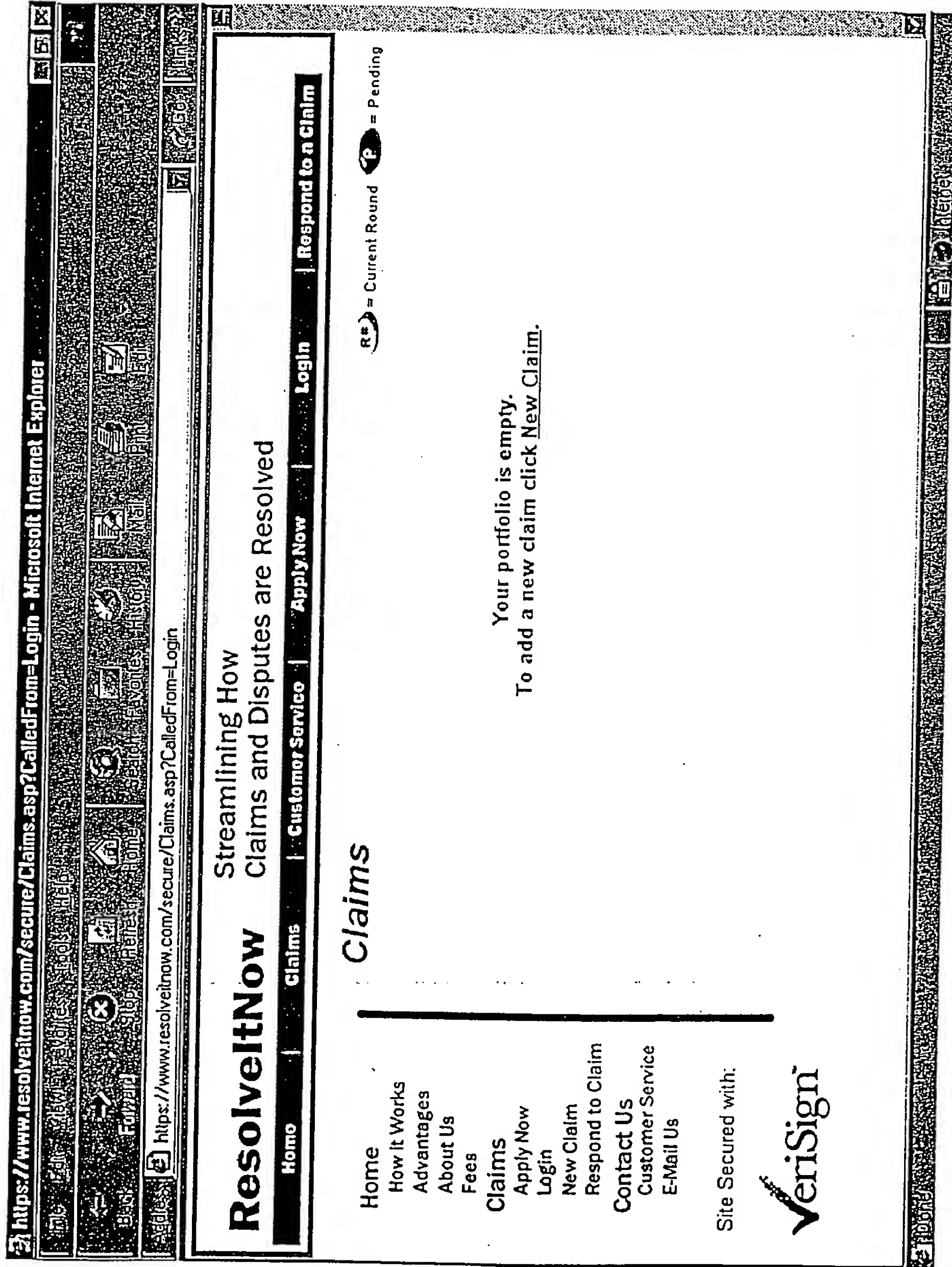


FIG. 29

FIG. 29

Claims Status

Home

How It Works

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Claims

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Login

New Claim

Respond to Claim

Contact Us

Customer Service

E-Mail Us

Site Secured with:

ResolveItNow

Streamlining How Claims and Disputes are Resolved

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

Claims

Claimant (s)

Henry James

\$24,000 - \$27,000

Replying Party (ies)

Frank Wells

Active

Claimant (s)

John Doe

\$30,000 - \$32,000

Replying Party (ies)

Mary Smith

Active

Contains commands for working with the selected items.

Microsoft Internet Explorer

FIG. 30

New Claim Information

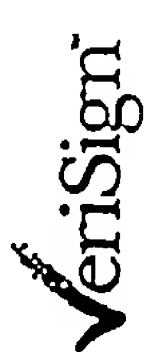
[Home](#) | [Claims](#) | [Customer Service](#) | [Apply Now](#) | [Login](#) | [Respond to a Claim](#)

ResolveItNow

Streamlining How Claims and Disputes are Resolved

[Home](#) | [How It Works](#) | [Advantages About Us](#) | [Fees](#) | [Claims](#) | [Apply Now](#) | [Login](#) | [New Claim](#) | [Respond to Claim](#) | [Contact Us](#) | [Customer Service](#) | [E-Mail Us](#)

Site Secured with:



New Claim

Please enter your new claim information.

Claim Number:

Your role in this dispute is:

Date of Loss:

Type of Loss: ☒ Auto - commercial

Insurance Company:

Policy Number:

Address:

City, State Zip:

Phone:

Fax:

E-Mail:

Note:

The Claim Number entered here must be unique. If you are inquiring on an existing claim, please click on [Claims](#).

[New Steps](#)

FIG. 31

ResolveItNow Streamlining How Claims and Disputes are Resolved

Logged in User: Adjuster

Home Claims Customer Service Apply Now Login Respond to a Claim

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Apply Now
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Contact Us
Customer Service
E-Mail Us

Site Secured with: VeriSign

New Claim

Please enter your new claim information:

Claim Number:

Your role in this dispute is:

Date of Loss:

Type of Loss:

Insurance Company:

Policy Number:

Address:

City, State, Zip:

Phone:

Fax:

E-Mail:

Note: The Claim Number entered here must be unique. If you are inquiring on an existing claim, please click on [Claims](#)

[Next Step >>](#)

FIG. 32

Claimant & Replying Party Info

<https://www.resolveitnow.com/secure/PlaintiffForm.asp>

File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Links

<https://www.resolveitnow.com/secure/PlaintiffForm.asp>

ResolveItNow

Home | Claims | Customer Service | Apply Now | Login | Respond to a Claim

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Site Secured with:

For Claim #5465465

Add one(1) or multiple claimants and Replying Parties below.

Name	Add Claimant >>	Claimant's
<input type="text"/>	<input type="button" value="Add Claimant >>"/>	<input type="text" value="John Doe"/>
<input type="text"/>	<input type="button" value="Remove Claimant <<"/>	
<input type="text"/>	<input type="button" value="Add Replying Party >>"/>	<input type="text" value="Mary Smith"/>
<input type="text"/>	<input type="button" value="Remove Replying Party <<"/>	

[Next Step \(Assign Claimant Ranges\) >>](#)

FIG. 33

Range Selection

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Respond to a Claim

Streamlining How
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Range Selection for Claim #5465465

Enter your desired increment amount: 2000

Releases Ranges

A: \$0 - \$2,000

B: \$2,000 - \$4,000

C: \$4,000 - \$6,000

D: \$6,000 - \$8,000

E: \$8,000 - \$10,000

F: \$10,000 - \$12,000

G: \$12,000 - \$14,000

H: \$14,000 - \$16,000

I: \$16,000 - \$18,000

J: \$18,000 - \$20,000

K: \$20,000 - \$22,000

L: \$22,000 - \$24,000

M: \$24,000 - \$26,000

N: \$26,000 - \$28,000

O: \$28,000 - \$30,000

P: \$30,000 - \$32,000

Q: \$32,000 - \$34,000

R: \$34,000 - \$36,000

Select Claimant

John Doe (\$0-\$0)

Select Range

30000

32000

Option One (default)

Option Two (expanded parameters)

Select Settlement Range

Finished

Calculate Potential Settlement Amounts

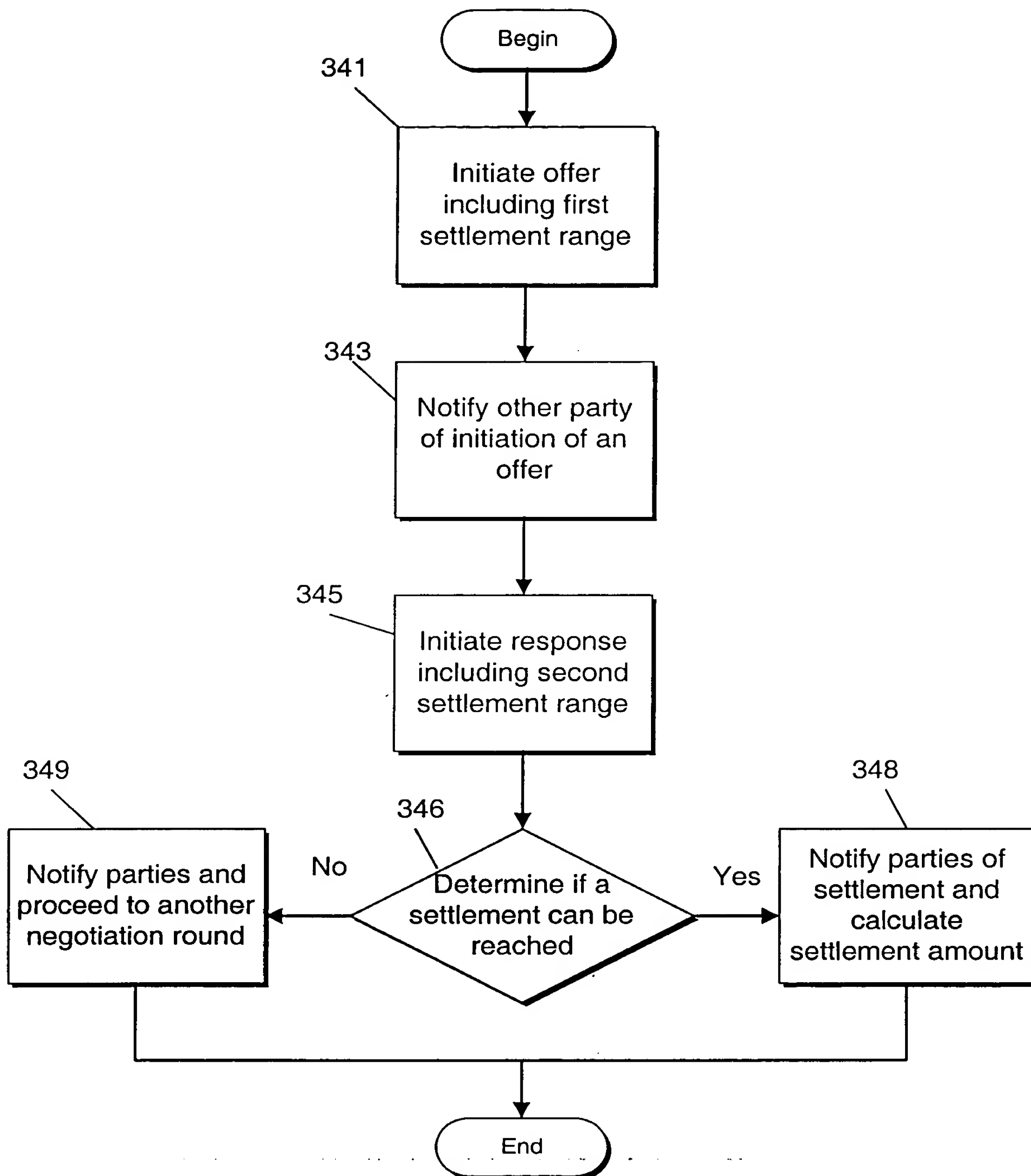


FIG. 34

FIG. 35

Calculate Potential Settlement Amounts

From Amount
\$30,000.00

To Amount
\$32,000.00

Option 1 Settlement Calculation:
\$ 30,000 \$ 32,000

Option 2 Settlement Calculation:
\$ 29,000 \$ 33,000

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Site Secured with:

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Respond to a Claim

Selection for Claim #5465465

Enter your desired increment amount: [2000]

Refresh Ranges

A: \$0 - \$2,000
B: \$2,000 - \$4,000
C: \$4,000 - \$6,000
D: \$6,000 - \$8,000
E: \$8,000 - \$10,000
F: \$10,000 - \$12,000

G: \$12,000 - \$14,000
H: \$14,000 - \$16,000
I: \$16,000 - \$18,000
J: \$18,000 - \$20,000
K: \$20,000 - \$22,000
L: \$22,000 - \$24,000

M: \$24,000 - \$26,000
N: \$26,000 - \$28,000
O: \$28,000 - \$30,000
P: \$30,000 - \$32,000
Q: \$32,000 - \$34,000
R: \$34,000 - \$36,000

Select Claimant
John Doe (\$30,000 - \$32,000)

Select Range

Selected Range: 30000 32000

Option One (default)

Option Two (expanded parameters)

Set Settlement Range

Finish Step

Calculate Potential Settlement Amounts

FIG. 36

Terms and Conditions

Home

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ResolveItNow

Streamlining How Claims and Disputes are Resolved

TERMS and CONDITIONS

Parties and/or counsel are advised that any settlement reached via this process is binding as a valid contract.

A settlement reached via this process is considered binding upon the parties as a valid contract. Remedies available for non-performance of the terms of the settlement are those that would be available in a breach of contract action in the appropriate venue. At no time will ResolveItNow.com participate in the enforcement of settlement agreements.

Accept

Deny

Site Secured with:

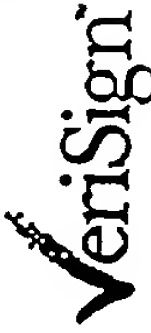


FIG. 37

Filing Completed

<https://www.resolveitnow.com/secure/SendCorrespondence.asp>

ResolveItNow
Streamlining How Claims and Disputes are Resolved

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Filing Completed!

Your respondent(s) will be receiving notification via e-mail requesting their participation in resolving this claim #5465465 with ResolveItNow.com.

The following respondents will be notified:

- Mary Smith (tsevier@davidgrant.com)

Thank you for using ResolveItNow!

Site Secured with: **VeriSign**

[Home](#) | [How It Works](#) | [Advantages](#) | [About Us](#) | [Fees](#) | [Claims](#) | [Apply Now](#) | [Login](#) | [New Claim](#) | [Respond to Claim](#) | [Contact Us](#) | [Customer Service](#) | [E-Mail Us](#)

FIG. 38

Filing Aborted

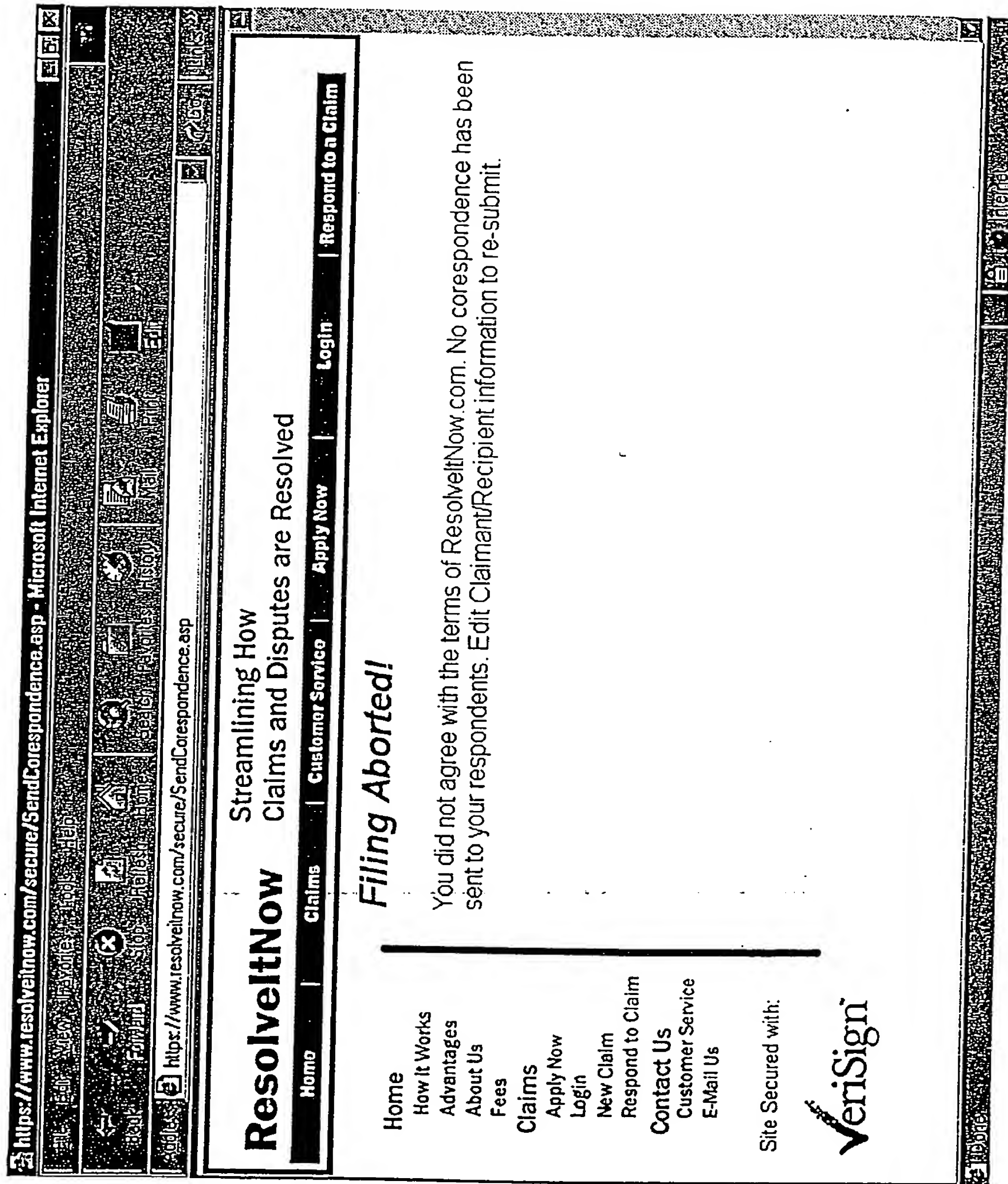


FIG. 39

Claims Status

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VeriSign

ResolveItNow

Streamlining How Claims and Disputes are Resolved

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Respond to a Claim

Claims

Claim # 687451531

Date: 5/1/00 3:08:53 PM

Active

Claimant(s)

R1 Henry James

\$24,000 - \$27,000

Replying Party(ies)

P Frank Wells

Add/Delete Parties

Modify Range/Selection

Delete Claim

Claim # 5165465

Date: 5/1/00 3:02:58 PM

Active

Claimant(s)

R1 John Doe

\$30,000 - \$32,000

Replying Party(ies)

P Mary Smith

Add/Delete Parties

Modify Range/Selection

Delete Claim

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Apply Now

Login

Respond to a Claim

https://www.resolveitnow.com/secure/claims.asp?CalledFrom=Button

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Bold

Address https://www.resolveitnow.com/secure/claims.asp?CalledFrom=Button

FIG. 40

Reply to a Claim - Range Selection

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VeriSign

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Respond to a Claim

Round 1

You may select any amount from the displayed range. You may also choose to input your own range by typing in the fields supplied below*.

Increment Selected: \$3,000

A: \$0 - \$3,000	G: \$18,000 - \$21,000	M: \$36,000 - \$39,000
B: \$3,000 - \$6,000	H: \$21,000 - \$24,000	N: \$39,000 - \$42,000
C: \$6,000 - \$9,000	I: \$24,000 - \$27,000	O: \$42,000 - \$45,000
D: \$9,000 - \$12,000	J: \$27,000 - \$30,000	P: \$45,000 - \$48,000
E: \$12,000 - \$15,000	K: \$30,000 - \$33,000	Q: \$48,000 - \$51,000
F: \$15,000 - \$18,000	L: \$33,000 - \$36,000	R: \$51,000 - \$54,000

Selected Range: -

Submit Disposition

FIG. 41

Offer Submission - Accepted

https://www.resolveitnow.com/secure/SubmitOffer.asp - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Exit

Address https://www.resolveitnow.com/secure/SubmitOffer.asp

ResolveItNow

Streamlining How Claims and Disputes are Resolved

Home Claims Customer Service Apply Now Login Respond to a Claim

Home

How It Works

Advantages

About Us

Fees

Claims

Apply Now

Login

New Claim

Respond to Claim

Contact Us

Customer Service


E-Mail Us

Offer Submission

NOTED CANCELLED. **** Congratulations! The selections of the parties are within the parameters deemed acceptable by the parties. The amount of the settlement is \$16,500.00. The parties are reminded that a \$150 administrative fee will be assessed to each party.

Thank you for using ResolveItNow.com!

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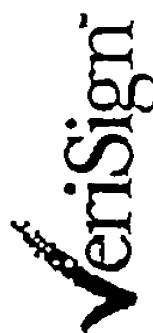
Print this document with the selected items

FIG. 42

Offer Submission – No Match

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ResolveItNow

Streamlining How
Claims and Disputes are Resolved

Logged in User:
todd

Offer Submission

Sorry, no match.

Unfortunately the ranges selected by the parties do not fall with the settlement parameters. To encourage further settlement negotiations, the identification number assigned to this particular matter will remain active for 12 months from this date. The parties are free to engage in the ResolveItNow negotiation process an unlimited amount of times within said period.

To try again using different amounts, please wait for an E-Mail or letter from ResolveItNow that will inform you that the opposing party has selected a new settlement range for another chance at resolving this claim.

An E-Mail has been sent to the Initiating Party (todd) confirming your attempt to settle this claim.

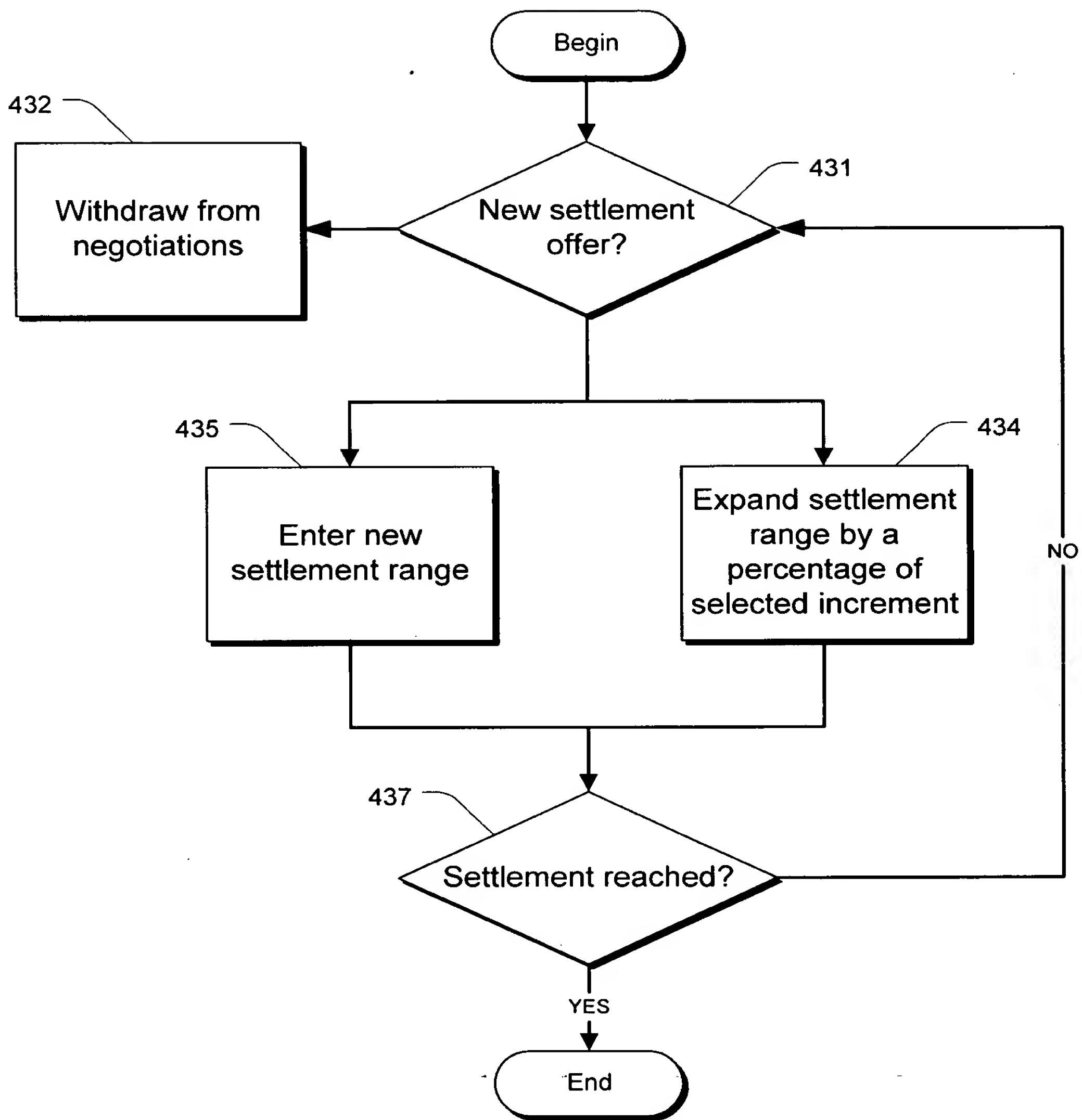


FIG. 43

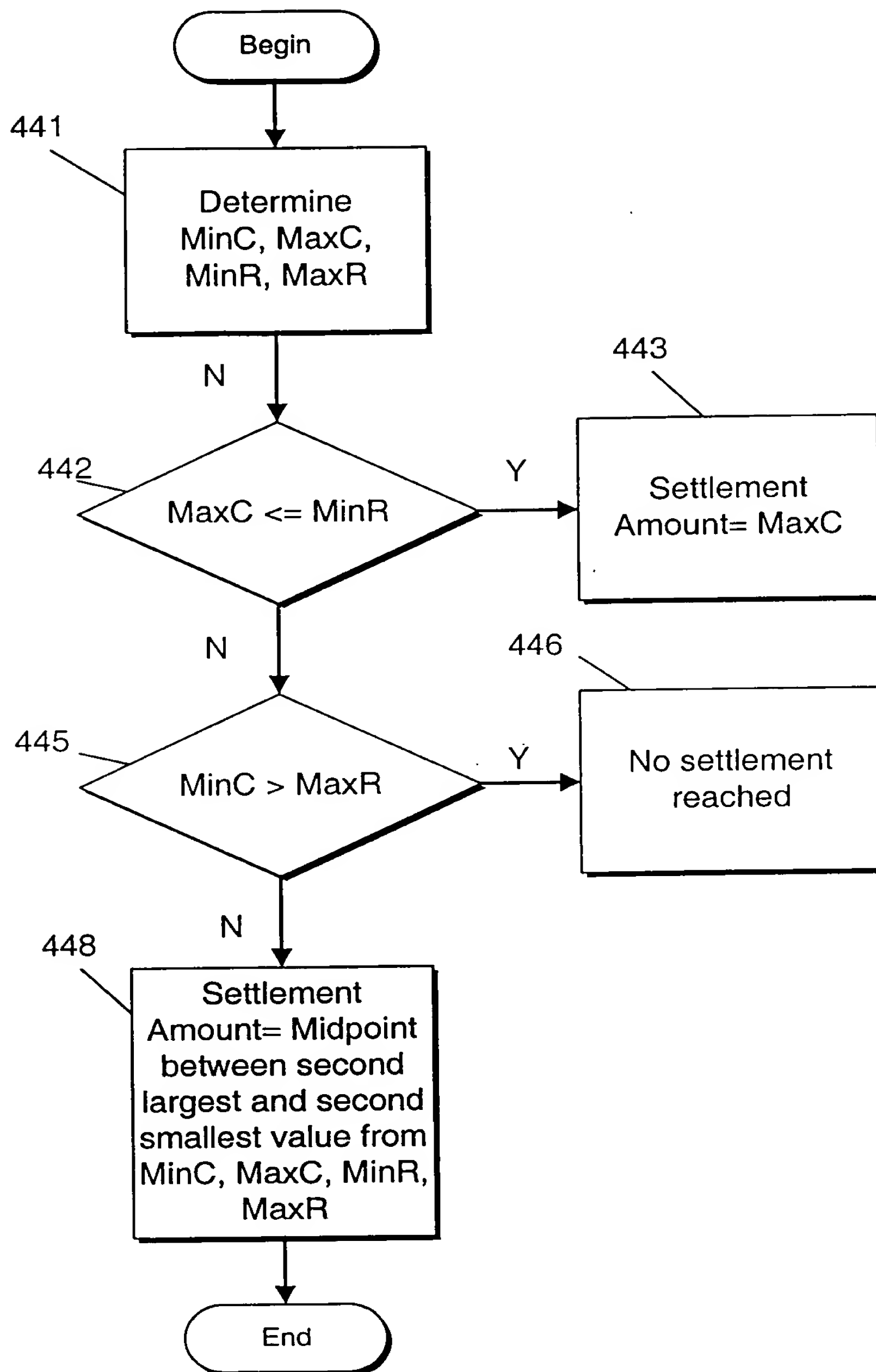


FIG. 44